



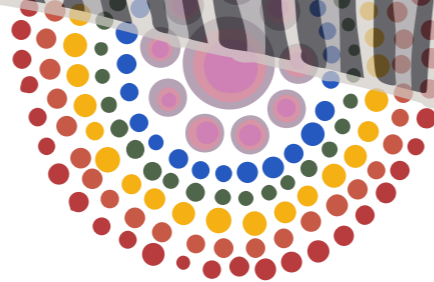
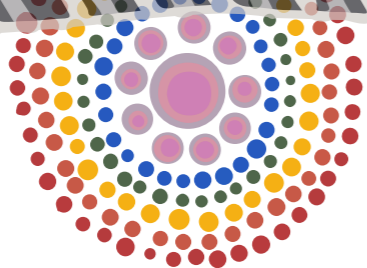
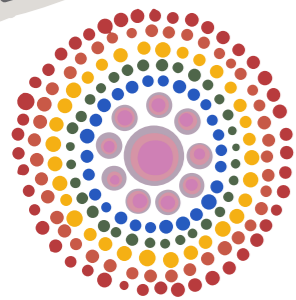
# The Queensland Council for LGBTI Health's Reconciliation Action Plan

July 2024 - July 2025



RECONCILIATION  
ACTION PLAN  
REFLECT





### From our CEO & Board RAP Champion

Welcome to the Queensland Council for LGBTI Health's (QC) first Reconciliation Action Plan (RAP).

As the partners in the leading of the work of QC, we introduce this landmark document for QC with great pride and a deep sense of responsibility. Our RAP represents a significant milestone in our journey towards fostering meaningful and respectful relationships with First Nations peoples and communities.

The foundation of our organisation is built on the values of inclusivity, respect, and community empowerment. These values guide our commitment to enhancing the health and wellbeing of Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy people across Queensland. This RAP is not just a plan; it is a testament to our dedication to creating culturally safe spaces and strengthening our partnerships with Aboriginal and Torres Strait Islander communities.

In reflecting on our experiences, from working in the HIV/AIDS response globally to advocating for LGBTIQ+ Sistergirl and Brotherboy health and rights here in Queensland, we have seen firsthand the transformative power of community-led initiatives and the power of listening to and learning from our First Peoples. Our RAP embodies this ethos, aiming to build trust, promote cultural awareness, and ensure that our services are accessible and respectful to all First Nations peoples.

I am excited about the opportunities this RAP presents, from creating employment pathways to enriching cultural understanding. Together, we can build a future where all communities, regardless of their background, can thrive. I invite you to join us on this journey of reconciliation, to celebrate our diversity, and to work collaboratively towards a more inclusive and equitable Queensland.

*Rebecca Reynolds*

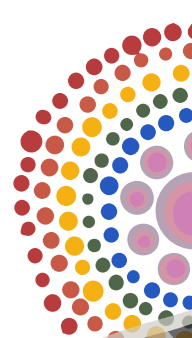
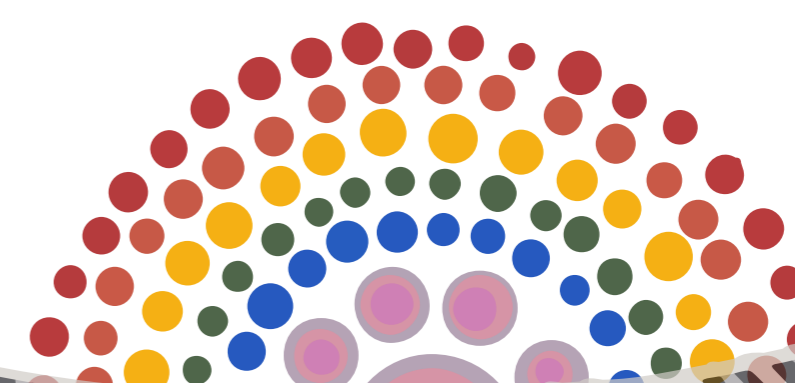
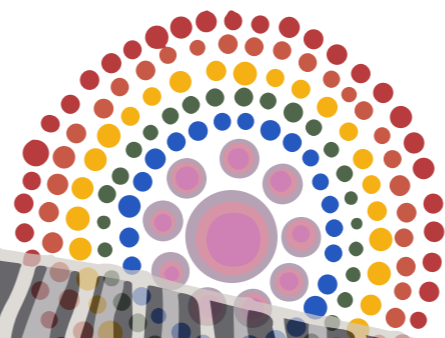
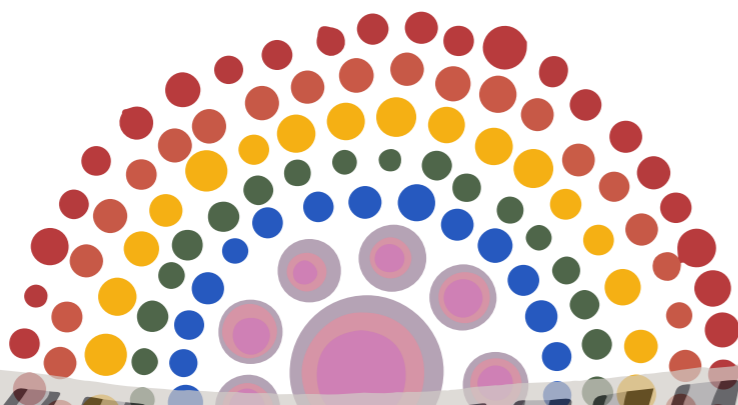
Chief Executive Officer, Queensland Council for LGBTI Health

*Scott Cobine*

Board Secretary and RAP Champion

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Aboriginal and Torres Strait Islander artwork is proudly displayed in our centres.



# 'Integration'

by Bindi Lee

This artwork represents the cultural integration of the Aboriginal and Torres Strait LGBTI community and their connectedness to mob. The artwork focuses on the inclusion of these communities and was painted by Bindi Lee to empower shared respect and values as one cultural body.

## About Bindi Lee

I am a proud Quandamooka Noonuccal/ Nughi woman with heritage from North Stradbroke Island. My family moved from the Island to North Brisbane where they quickly adapted and were accepted on the land of the Turrbal people, the Gubbi Gubbi people and the Ningy Ningy people. I grew up in the Brisbane Northern Suburbs and now live in the Moreton Bay Region. I spent twenty years in Ayers Rock Resort, Northern Territory, where I worked and painted remotely with Indigenous peoples. I am a big, bold, black and beautiful woman, Mum and Murri in business. My company is a painting business with a sole identifying of 100% female Indigenous 'Sisters Onsite'. My small business provides residential and commercial trade painting services, site supervising for Indigenous based construction training programs, and Aboriginal designed murals and canvas artwork. I have a modern style to my artwork and enjoy painting story. The vision of Bindi Lee Painting Services is primarily to inspire, support and encourage Indigenous people and women in the trade industry. My mural and artwork projects give me the opportunity to showcase and promote the ethics and cultural background of

who I am as a person and painter. I have a strong passion about passing down my painting knowledge and cultural identity to the emerging. I value and embrace culture and thrive to impact the wider community through paint.



# 'Integration'

Step by step

Bindi Lee started by painting the heart, symbolising the souls and love for our mob.



The LGBTI community bodies were painted into the artwork next. This is the inclusion of and cultural integration representation of the painting.



The sun was added next representing the shine and light our cultural communities share and the constant renewal of life.

The colours of the Aboriginal Flag were included next to incorporate the Aboriginal community around the centre sun representing the flag with the colours of the red earth and black people.



The waves and colours of the Torres Strait people were painted next to include our people of our First Australians from our Sea Country.



Lastly travel lines were added for those who are Aboriginal and Torres Strait Islander LGBTIQ+ Sistergirl and Brotherboy people and communities across Queensland on the journey of reconciliation.

# Our Business

The Queensland Council for LGBTI Health (QC) is a Queensland state-wide not-for-profit, communities-based health promotion charity focused on providing quality services that enhance the health and wellbeing of Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy people and communities in Queensland. Formed in 1984, the organisation has over three decades experience working with our communities to deliver health services and health promotion that are peer led and community based.



It is our privilege to share our first Reconciliation Action Plan (RAP) and start embedding our long-term commitment to developing and strengthening relationships with First Nations peoples, stakeholders and communities in the regions we live, create, work and play in. As an organisation by and for our LGBTIQ+ Sistergirl and Brotherboy communities with considerable influence on the daily lives and future of our communities, comes the responsibility to use our influence in the right ways and at the right times. We are a collective of people built on values. Whether in Cairns, Cunnamulla or in Brisbane, the values that guide our behaviours and actions towards our communities, our clients and our people are uniquely us, and they will underpin our approach to building more meaningful and long-term relationships with First Nations communities. We are immensely proud to launch our first RAP – and we are excited about where this journey will take us. From creating employment opportunities, to enriching cultural diversity and understanding, we know we can influence meaningfully, and we are ready to explore every opportunity.

and respectful to everyone involved. We proudly join a network of people who are striving to achieve positive outcomes for our First Nations peoples and through that collaboration, we are inherently better off. It makes us better people and stronger communities and we know from our experience with our First Nations Aboriginal, Torres Strait and Australian South Sea Islander community members that we can create spaces and places of safety that are rich, rewarding and at the heart of

bringing everyone along on the journey. QC employs around 40 staff and has around 200 volunteers, with an increasing number staff members identifying as Aboriginal and/or Torres Strait Islander people. QC has a clinic in Brisbane and offices in Brisbane, Nambour, Cairns and Townsville with a new office opening in Toowoomba in 2024. QC also frequently visits and runs events in Hervey Bay, Gladstone, Toowoomba, Sunshine Coast, Fraser Coast and Gold Coast.



## Our Vision

Lesbian, Gay, Bisexual, Transgender, Intersex, Sistergirl and Brotherboy Queenslanders live longer and happier lives, and have access to the services and supports they need.

## Our Purpose

Drive change within systems and services and empower communities and individuals to improve social, emotional and physical wellbeing.

# Our RAP

QC is proud of the work that we do for our LGBTIQ+ Sistergirl and Brotberboy Communities in Queensland and we are committed to the work outlined in this, our first RAP as we want to build trust and strengthen relationships, both internally and externally, to deepen our commitment to First Nations Peoples and cultures through their unique and time-honoured ways of knowing, being and doing.

Reflecting on our organisation and where we are at, the RAP Working Group has identified three priority areas for our future reconciliation journey – partnerships, cultural learning, our QC Workplace – and brainstormed a range of ideas to guide this work with input from the Board, staff and volunteers of QC. With greater cultural awareness, a stronger First Nations staff and volunteer team, regular programming that is funded and a good mapping of

key Aboriginal, Torres Strait Islander & Australian South Sea Islander organisations and peoples in our sector, we are now ready to solidify our place as a stronger partner to create a better relationship for our future. We know from the feedback we received from community members that to build authentic partnerships will require deep listening, consistency, transparency, a time rich approach and cultural learning. This includes acknowledging our history and contemporary issues as a nation, as LGBTIQ+ Sistergirl and Brotberboy communities, and as an organisation. We want to make sure our communities are inclusive and united in the fight against racism and discrimination. We need as an organisation to feel confident to stand together and not let political or other agendas divide our collective intent to create a better future for all our communities.

Our First Nations communities in Queensland told us that we need to grow our state-wide presence and that here, more than anywhere else in Australia, that distance is not an excuse. Our communities exist in the Torres Strait as surely as they do in Brisbane North, and we need to be walking alongside them each and every step of the way. Our services need to be culturally safe and trauma informed, and that this approach should flow throughout our organisation and its work and offices so that any person, anywhere, anytime, can feel safe to walk through those doors.

In talking with our staff, advisory group members and volunteers who are members of our First Nations communities, we know that we need to do more to make QC a Culturally safe space to bring their whole selves to work, so that folks and their families,

feel welcome, comfortable and truly heard, seen and respected. We need to change the lens by which we plan and do our work. We need to embed listening and to acknowledge learning at each point of our communities' journeys so that we can grow together.

Building trust and strong relationships between First Nations peoples and the wider community is key to improving inclusion within our communities and achieving health equity. Building strong relationships between QC and First Nations peoples, families and communities is critical to our work, particularly because we have high numbers of First Nations peoples accessing our services and supports. It is our core business to work alongside our communities to build positive and healthy relationships with themselves and with each other and believe that respect and collaboration will help our

communities heal and recover from trauma. We will continue to foster strong relationships between all levels of our organisation and First Nations peoples and through the actions carried out within this plan, will place a strong and transparent focus on our relationships between staff, leadership, volunteers and our wider community.

Our organisation would like to focus on strengthening our capability as outlined in our Strategic Plan (2020 – 2024). This goal aligns the organisation with the RAP focus through the following goals: the promotion and support for staff participation in professional development opportunities; and continuing to improve employment opportunities and career pathways for First Nations staff.



We are committed to raising internal and external awareness of our RAP to promote reconciliation across our sector. We will achieve this through:

Communicating our RAP to all internal and external stakeholders by developing a QC RAP poster which explains our RAP in plain language, and include the RAP on our website.

Reporting on RAP progress in our Annual Report.

Quarterly meetings of the RAP Working Group, creating accountability and maintaining relevancy over time, ensuring we remain aligned with our goals and continue our work toward reconciliation.

Promoting reconciliation through ongoing active engagement with all stakeholders including ensuring Acknowledgement of Country is conducted at all meetings where QC takes part and is represented.

Ensuring First Nations community statistics are included in all QC policy papers, and advocate for the collection of specific data for this population.

Ensuring that there is ongoing First Nations representation on QC's Board in a way that supports meaningful engagement.

Exploring and expanding peer support models / work experience / placement / internship and upskilling opportunities for Aboriginal and Torres Strait Islander peoples at QC.

Meaningfully involve First Nations LGBTIQ+ Sistergirl and Brotberboy peoples in the development and delivery of community health programs, including by forming partnerships.

Supporting initiatives from our communities which are led by First Nations LGBTIQ+ Sistergirl and Brotberboy people.

Ensuring First Nations representation in QC policy, research and grants development.

Visually showing support for Reconciliation at QC – displaying First Nation flags throughout our points of service delivery including physical and virtual spaces.

Supporting and promoting health resources and initiatives already developed by First Nations health services or other relevant organisations where aligned with our work.

Providing Professional Development and leadership opportunities for unfunded First Nations LGBTIQ+ Sistergirl and Brotberboy led organisations so that they can progress independence from our QC Structures where desired.

Celebrating the stories and contributions of Aboriginal and Torres Strait Islander members of our communities on LGBTIQ+ Sistergirl and Brotberboy Diversity days and through our campaigns, publications and community facing Social Media.

Identifying funding opportunities for First Nations targeted programs and providing support for First Nations organisations to apply in consortium with QC or continue to provide QC as an Auspice for those Community Led organisations without current mechanisms in place to support funding applications and expenditure.

QC's RAP Champions:  
Board Secretary - Scott Cobine  
CEO – Rebecca Reynolds





# Our Partnerships/Current Activities

We are committed to fostering connections with organisations for the benefit of our LGBTIQ+ Sistergirl and Brotherboy communities. We currently have partnerships with the following:



**Queensland  
Government**



**Queensland  
Mental Health  
Commission**



**Australian Government  
Department of Health and Aged Care**



**2SPIRITS**

PROMOTING HEALTHY ABORIGINAL  
& TORRES STRAIT ISLANDER COMMUNITIES

Founded in 1997, the 2Spirits program has long been a vital advocate for health and wellbeing among Aboriginal and Torres Strait Islander LGBTIQ+ Sistergirl and Brotherboy peoples across Queensland. Now established as a newly formed incorporated association, 2Spirits continues to grow and evolve, maintaining a close partnership with QC through this transformative journey and into the future.

As an incorporated association, 2Spirits remains committed to its mission of fostering strong pathways for collaboration and supporting communities statewide.

- Promotes community awareness through yarning circles, workshops, outreach programs, resources, and campaigns that celebrate culture, identity, and connection.
- Delivers professional development for professionals and community members to build their understanding of key concepts, terminologies, and the complexities of culture, gender identities, and sexuality.
- Offers an Inclusive Services Training Package to equip professionals with the skills to support Aboriginal and Torres Strait Islander LGBTIQ+ Sistergirl and Brotherboy peoples respectfully and effectively.
- Hosts Elders Forums in remote, rural, and regional communities, providing insights into the impacts of homophobia, discrimination, sexually transmissible infections (STIs), blood borne viruses (BBVs), and the wellbeing of LGBTIQ+ Sistergirl and Brotherboy peoples. These forums empower Elders to lead community-based awareness and education efforts.
- Conducts statewide community forums to build strong partnerships with community stakeholders and services, fostering inclusion, acceptance, and shared understanding of health and wellbeing, sexuality, and gender identities.
- Provides consultancy services to NGOs, government, and other organizations to integrate the cultural identities, gender identities, and sexualities of Aboriginal and Torres Strait Islander LGBTIQ+ Sistergirl and Brotherboy peoples into their frameworks and policies.

Through its newly established structure and enduring partnership with QC, 2Spirits is poised to expand its impact and continue advocating for vibrant, inclusive, and healthy communities.



# Relationships

Actions	Deliverable	Timeline	Responsibility
<b>1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.</b>	• Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	August 2024	Lead: CEO Support: RWG
	• Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	September 2024	Chair of RWG
	• Build and strengthen relationships with First Nations practitioners throughout the region (including the Cape and Torres) particularly in the areas of Sexual Health and Mental Health where we see unmet areas of need across our LGBTQ+ Sistergirl and Brotherboy communities.	March 2025	CEO
	• Meet with local First Nations organisations to develop guiding principles for future engagement in each area that we work including Elders Forums led by the 2Spirits Team.	March 2025	Executive Officer 2Spirits
<b>2. Build relationships through celebrating National Reconciliation Week (NRW).</b>	• Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2025	Regional Operations Coordinator
	• Organise an annual event for NRW each year.	April 2025	Chair of RWG
	• Register our NRW event via Reconciliation Australia's NRW website.	April 2025	Chair of RWG
	• RAP Working Group members to participate in an external NRW event.	27 May 3 June, 2025	CEO
	• Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May 3 June, 2025	CEO

Actions	Deliverable	Timeline	Responsibility
<b>3. Promote reconciliation through our sphere of influence.</b>	• Communicate our commitment to reconciliation to all staff.	April 2025	CEO
	• Identify external stakeholders that our organisation can engage with on our reconciliation journey.	April 2025	Chair of RWG
	• Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	April 2025	Chair of RWG
<b>4. Promote positive race relations through anti-discrimination strategies.</b>	• Research best practice and policies in areas of race relations and anti-discrimination.	June 2025	Regional Operations Coordinator
	• Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	June 2025	Board Secretary

# Respect

Actions	Deliverable	Timeline	Responsibility
<b>5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.</b>	• Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	October 2024	CEO
	• Conduct a review of cultural learning needs within our organisation.	March 2025	Lead: Executive Officer 2Spirits Support: CEO
	• Partner with LGBTQ+ Sistergirl and Brotherboy First Nations organisations and/or community advisors on the development and implementation of a cultural learning strategy.	January 2025	CEO
	• Review, implement and communicate a cultural learning strategy for our staff, volunteers and specifically including the provision of cultural awareness training for all new staff.	March 2025	CEO
	• Ensure RAP Working Group members, leadership, Board and other staff take part in on-going and customised cultural learning.	October 2024	CEO
	• Work in partnership with LGBTQ+ Sistergirl and Brotherboy First Nations peoples to develop and deliver an intersectional training module on inclusion through a focus on growing the range of work within the 2Spirits program	July 2024	CEO
	• Investigate local cultural immersion opportunities for staff in each of our offices.	October 2024	Chair of RWG

Actions	Deliverable	Timeline	Responsibility
<b>6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.</b>	• Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	July 2024	Chair of RWG
	• Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	July 2024	Chair of RWG
	• Invite a local Traditional Owner to perform a Welcome to Country at significant workplace events where possible.	August 2024	Chair of RWG
<b>7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</b>	• Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2025	Chair of RWG
	• Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2025	CEO
	• Identify barriers to staff taking part in NAIDOC Week and review and implement policies and procedures as needed.	May 2025	CEO
	• Promote and encourage participation in external NAIDOC events to all staff through innovative communication methods.	June 2025	CEO
	• RAP Working Group to participate in an external NAIDOC Week event.	First week in July, 2025	CEO

# Opportunities

Actions	Deliverable	Timeline	Responsibility
<b>8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.</b>	• Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	December 2024	Lead: CEO Support: Executive Officer Finance and Business
	• Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	December 2024	Lead: HR, Support: Executive Officer 2Spirits
	• Engage with existing First Nations staff to consult on employment strategies and develop individual professional development strategies.	January 2025	CEO
	• Advertise all vacancies in First Nations media including Koori Mail and the National Indigenous Times.	July 2024	Executive Officer Finance and Business
	• Include First Nations representation on recruitment and selection panels.	July 2024	Lead: Executive Officer Finance and Business Support: Executive Officer 2Spirits
	• Include 'First Nations peoples are encouraged to apply' in all job advertisements.	July 2024	Lead: Executive Officer Finance and Business Support: Executive Officer 2Spirits

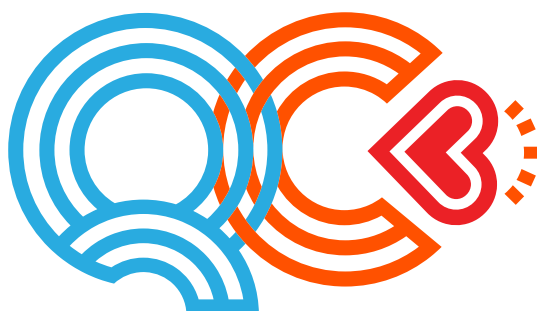
Actions	Deliverable	Timeline	Responsibility
<b>9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.</b>	• Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses	October 2024	Executive Officer Finance and Business
	• Develop and pilot a First Nations procurement strategy.	September 2024	Executive Officer Finance and Business
	• Investigate Supply Nation membership.	July 2024	Executive Officer Finance and Business
	• Develop and communicate to staff a list of First Nations businesses that can be used to obtain goods and services.	October 2024	Executive Officer Finance and Business
	• Continue to support relationships with First Nations-owned businesses through Supply Nation and other community controlled First Nations businesses in each of our locations. eg. catering, office supplies, water.	July 2024	Executive Officer Finance and Business

# Governance

Actions	Deliverable	Timeline	Responsibility
<b>10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.</b>	• Form a RWG to govern RAP implementation.	July 2024	CEO
	• Draft a Terms of Reference for the RWG.	July 2024	CEO
	• Establish Aboriginal and Torres Strait Islander representation on the RWG.	July 2024	CEO
	• Meet quarterly to monitor and report on RAP implementation.	Jul, Oct 2024; Jan, Apr 2025	Chair of RWG
<b>11. Provide appropriate support for effective implementation of RAP commitments.</b>	• Define resource needs for RAP implementation.	August 2024	Chair of RWG
	• Engage senior leaders in the delivery of RAP commitments.	August 2024	Chair of RWG
	• Appoint a senior leader to champion our RAP internally.	July 2024	CEO
	• Define appropriate systems and capability to track, measure and report on RAP commitments.	July 2024	Board Secretary

Actions	Deliverable	Timeline	Responsibility
<b>12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.</b>	• Contact Reconciliation Australia to verify that our primary and secondary contact details are up to date, to ensure we do not miss out on important RAP correspondence.	June annually	Regional Operations Coordinator
	• Contact Reconciliation Australia to request our unique link, to access the online RAP Impact Measurement Questionnaire	1 August annually	Regional Operations Coordinator
	• Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September annually	Regional Operations Coordinator
<b>13. Continue our reconciliation journey by developing our next RAP.</b>	• Register via Reconciliation Australia's website to begin developing our next RAP.	April 2025	Regional Operations Coordinator





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LGBTI HEALTH**

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